



What is SAP® Support?

WHAT IS SAP SUPPORT

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ABOUT KEITH

Keith has recently stepped into the HR Director position. He used to lead the Support Services and Managed Services functions at Absoft, responsible for delivering customer service excellence on a daily basis with heavy focus on continual service improvement.

ABOUT THIS GUIDE

In this quick guide Keith outlines what SAP support is by covering the main areas that make an essential SAP business support service work.



CRITICAL AREAS

- Personal Approach
- Trusted Adviser
- Experience
- Cost Efficiency
- Evolving Relationship



THE BETTER QUESTION

"WHAT SHOULD SAP SUPPORT BE?"

This week, I was reflecting with my support team around what should **our customers expect from us in our SAP support** provision. The prevailing answer was, of course, **the best**, but what components make up the best provision?

I personally have never written a guide like this before but the energy in the room made me think to put pen to paper and share some of our thoughts. Although we had a big list, I managed to distill it down to what we felt as a team were **the critical areas that make an essential SAP business support service work.**

PART OF THE TEAM

We hear the term 'partnering' used frequently and almost casually now, but I think SAP support needs to take this one step further. SAP support provision should create an extension to a company's own team. An extension that:

Understands the business processes that SAP facilitates and indeed knows the importance of 'the when' and 'the how' all of these processes play out, not to mention the emotional impact on the wider team when these are compromised.

THE APPROACH

PERSONAL APPROACH & TRUST

PERSONAL APPROACH

An extended team that knows your business processes is, I think we all know, unlikely to be found in large call centres servicing hundreds of customers.

This type of model can only be formed when **close relationships are formed** between colleagues, ownership of issues and the accountability to resolve them falls with a **consistent reliable team** rather than being passed from pillar to post with no transparency

TRUSTED ADVISER:

So, where does the journey to this kind of relationship start? As you might expect - with trust.

- **Do what you said you would at the start, get the transition right!**
- **Share knowledge and share the challenges faced.**

Working with personable dedicated consultants who demonstrate integrity in their day-to-day interactions with you will help reaffirm that your support partner is the right cultural fit for you and your needs.

EXPERIENCE & COSTS

2 CRITICAL CONSIDERATIONS

EXPERIENCE:

Feeling you have the 'right fit' with your support partner is more than just the cultural feel of the relationship. It also has to be backed up by the right experience.

How long has your partner been operating its service and what is the average years' experience in the team?

Making sure these all add up is more likely to ensure that you are going to get the end-to-end comprehensive experience that you desire.

COST EFFICIENCY:

All these attributes shouldn't cost you the earth either. They should be a part of a **cost effective and flexible solution that pairs up to your needs.**

As times change, there must be a degree of fluidity where your partner can react to the changing needs of your business without awkward rigidity.

THE RIGHT FIT

FOR NOW AND FOR THE FUTURE

EVOLVING RELATIONSHIP

Make sure that your partner can evolve with you in your SAP journey and help you roadmap the future of the possible, ensuring that your technology is **future proof** and you get the user experience that your organisation needs. Road mapping this journey with you to help you plan costs vs. requirements should be at the heart of a true partnership.

There may seem to be many things to consider when thinking about SAP Support, but should it be complicated? - No.

Taking the complication away is **the job of your SAP partner** so that **you can focus** on what is important to you and your business knowing that your SAP system is in the safe hands of your extended team.

ABOUT ABSOFT



Absoft, SAP Partner and SAP Value-Added Re-Seller (VAR), has been specialising in SAP® since 1991, uniquely combining business process and SAP expertise to deliver best practice solutions in implementation, development and support of SAP solutions.

We work with clients within a variety of industry sectors, including: manufacturing, local authority, pharmaceuticals, transport, wholesale, distribution and energy.

In their words, our clients value our **“flexibility, willingness to go the extra mile, full transparency, being proactive in suggesting and providing the right solution, not just overhead”**. Eighty percent of our business is from repeat customers.

We raise business performance through improved SAP functionality and comprehensive SAP support delivered by UK based SAP support experts through our accredited Partner Centre of Expertise (PCoE).

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